

State Consumer Health Information and Policy Advisory Council

---

# Long Range Plan:

## Update and Implementation Status Report

### 2009

---

Florida Center for Health Information and Policy Analysis  
Agency for Health Care Administration



This page left blank intentionally

**Long Range Plan Implementation Status Report  
State Consumer Health Information and Policy Advisory Council**

**Table of Contents**

<b>INTRODUCTION</b>	<b>1</b>
<b>BACKGROUND INFORMATION</b>	<b>2</b>
<b>THE STATE CONSUMER HEALTH INFORMATION AND POLICY ADVISORY COUNCIL</b>	<b>3</b>
<b>PRIOR ACCOMPLISHMENTS</b>	<b>4</b>
<b>2009 PLANNING PROCESS</b>	<b>6</b>
<b>2009 ACCOMPLISHMENTS AND 2010 PLANS</b>	<b>6</b>
<b>BARRIERS TO IMPLEMENTATION</b>	<b>12</b>
<b>APPENDIX A: QUALITY MEASURES ON <a href="http://WWW.FLORIDAHEALTHFINDER.GOV">WWW.FLORIDAHEALTHFINDER.GOV</a></b>	<b>13</b>
<b>APPENDIX B: ADVISORY COUNCIL</b>	<b>16</b>
<b>APPENDIX C: HEALTH INFORMATION EXCHANGE COORDINATING COMMITTEE</b>	<b>17</b>
<b>APPENDIX D: LEGAL WORK GROUP</b>	<b>19</b>
<b>APPENDIX D: DATA STANDARDS AND TRANSPARENCY COMMITTEE</b>	<b>20</b>
<b>APPENDIX F: PUBLIC RELATIONS TECHNICAL WORKGROUP</b>	<b>21</b>

This page left blank intentionally

## **Introduction**

The 2004 Affordable Health Care for Floridians Act required that the Agency for Health Care Administration (Agency) develop a transparent health care performance and web-based reporting system. The Act requires the State Consumer Health Information and Policy Advisory Council (Advisory Council) to make recommendations to the Florida Center for Health Information and Policy Analysis (Florida Center) to accomplish the requirements of the legislation. The Act was codified in law in Section 408.05, Florida Statutes.

The Florida Center works with the Advisory Council to implement a long range plan to make available health care quality measures and financial data to allow consumers to compare health care services.

The Agency is required to update the plan and report annually on the status of its implementation as specified in § 408.05(3) (k), F.S.

This document provides an update of the implementation of the long range plan and the goals established by the Agency in 2009.

## **Background Information**

The State Consumer Health Information and Policy Advisory Council (Advisory Council) was established to make recommendations to the Florida Center for Health Information and Policy Analysis (Florida Center) to accomplish the requirements of §408.05, Florida Statutes. This statute directs the Agency to make available health care quality measures and financial data including data on pharmaceuticals, physicians, health care facilities, health plans, and managed care entities. This section also directs the Agency to make available patient safety indicators, inpatient quality indicators, and performance outcome and patient charge data collected from health care facilities and to determine which conditions, procedures, health care quality measures, and patient charge data to disclose with input from the Advisory Council. The statute sets specific requirements for the publication of infection rates, mortality rates, and complication rates.

The statute requires that the Agency make available performance measures, benefit design, and premium cost data from health plans licensed pursuant to Chapter 627 or Chapter 641, Florida Law. The Agency determines which health care quality measures and member and subscriber cost data to disclose, with input from the Advisory Council.

The Agency determines the method and format for public disclosure of data with input from the Advisory Council. The statute specifies that, at a minimum, the data shall be made available on the Agency's Web site, [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov), in a manner that provides consumers the opportunity to conduct an interactive search that allows them to view and compare the information for specific providers. The Web site must include such additional information as is determined necessary to ensure the improvement of decision making among consumers and health care purchasers. The Web site must also include appropriate guidance on how to use the data and an explanation of why the data may vary from facility to facility.

With the assistance of the State Consumer Health Information and Policy Advisory Council, the Agency has developed and refined goals that address opportunities for expanding available consumer information related to hospitals, other facilities, physicians, and health plans. These goals enhance the Agency's effectiveness in providing transparent health care price and quality information to the general public. *Transparency* refers to the clear communication of essential information that consumers need to make choices about their health care. In addition, the Agency established strategic goals for the promotion of health information technology, which is a related responsibility of the Florida Center that supports both transparency and Florida's health care infrastructure.

## **The State Consumer Health Information and Policy Advisory Council**

The mission of the State Consumer Health Information and Policy Advisory Council (Advisory Council) is to advise the Florida Center relative to the dissemination of available health information as specified in statute. Activities related to the dissemination of health information include the identification, collection, standardization, sharing, and coordination of health-related data among federal, state, local, and private entities.

The Advisory Council makes recommendations for improvements in the health information collected and disseminated for purposes of public health, policy analysis, and transparency of consumer health care information. Section 408.05, F.S provides that the Florida Center will collect, compile, coordinate, analyze, index, disseminate, and utilize both purposefully collected and existing health-related data and statistics.

The Advisory Council is also charged with advising the Florida Center on the development and implementation of a long range plan for making available health care quality measures and financial data that will allow consumers to compare health care services.

The Advisory Council meets quarterly, or at the request of the Chair, at the Agency offices in Tallahassee, Florida or at other locations in the state. Meetings are noticed in the Florida Administrative Weekly and are open to the public in accordance with the Florida Sunshine Law.

The Advisory Council delegates special projects to its technical workgroups that meet on an as needed basis. The current workgroups are the Health Information Exchange Coordinating Committee (HIECC), the Health Information Exchange Legal Work Group (HIE Legal Work Group), the Data Standards and Transparency Committee, and the Public Relations Technical Workgroup (PR Workgroup).

The HIECC was created in December 2007 to advise the Agency in developing and implementing a strategy to establish a privacy-protected, secure, and integrated statewide network for the exchange of electronic health records. In 2009, Governor Crist designated the HIECC as the entity to advise the Agency on health information technology initiatives resulting from the American Recovery and Reinvestment Act.

The Data Standards and Transparency Committee (DST) was created in April 2008 to review national standards for reporting and to make recommendations to the Advisory Council on defining a standard method of reporting information for facilities, physicians and health plans. The Director of the Florida Center is the Chair of the DST. This committee meets at the call of the Advisory Council.

The HIE Legal Work Group was reconstituted in 2009 on an on-going basis. The HIE Legal Work Group focuses on resolving legal and privacy issues related to Florida's health information exchange initiatives.

## **Prior Accomplishments**

The dissemination of all the Florida Center data and health information is done through the consumer Web site [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov) that launched in November 2007. This Web site includes information previously available on the original Web sites, FloridaCompareCare and FloridaHealthStat. FloridaHealthFinder.gov enhances the decision-making of consumers and health care purchasers, and includes guidance on how to use the data and explains why measures can differ among providers.

[FloridaHealthFinder.gov](http://FloridaHealthFinder.gov) includes the user-friendly A.D.A.M. Health Encyclopedia and Symptom Navigator. The A.D.A.M. Health Encyclopedia includes thousands of unique articles and illustrations. Some of the health care topics include medical conditions and procedures, symptoms, nutrition, preventive care, surgeries, treatments, and much more. The Symptom Navigator offers a consumer friendly interface that allows users to click on a picture of a human body, indicate where it hurts, and find out more about the symptom. Additional tools include links from A.D.A.M. to health care data on certain medical conditions and procedures, when available, such as hospitalizations and readmission rates in Florida, as well as the average length of stay and average charges for those conditions or procedures.

The Florida Center contracts with I.S. Consulting, Inc. which utilizes methodologies from the Agency for Healthcare Research and Quality (AHRQ) and 3M to report risk adjusted hospital and ambulatory surgical center performance data on FloridaHealthFinder.gov. The facility discharge data collected by the Agency from Hospitals and Ambulatory Surgery Centers is used to calculate these measures. The published performance data include hospital readmissions from 3M and AHRQ measures such as mortality rates, complication rates, and hospital-acquired infection rates. Ambulatory surgical center performance data are risk adjusted utilizing the 3M Enhanced Ambulatory Patient Groups for reporting volume and charges for select procedures. FloridaHealthFinder.gov now includes health outcome and pricing information on over 150 conditions/procedures for hospitals and ambulatory surgery centers. The Florida Center publishes the definitions of all the data, descriptions of each condition and procedure, and an explanation about why the data may differ from facility to facility. In addition, users may view and compare information for specific facilities when utilizing the interactive search tool and map.

Data collected on health plans can also be found on [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov). The health plan consumer search tool provides information on member satisfaction, quality of care, available HMOs, and coverage areas that consumers can access through an interactive map. Consumers can conduct searches interactively and compare information among health plan providers. The Advisory Council provides input on the method and format of the health plan data published on the Web site.

In June 2005, as a result of a collaborative effort by the Agency and the Office of the Attorney General, [www.MyFloridaRx.com](http://www.MyFloridaRx.com) went live. This Web site was developed to help consumers shop for the lowest prescription drug prices in their area. The Florida Prescription Drug Price Web site provides pricing information for the 100 most



commonly used prescription drugs in Florida. The prices are the “usual and customary prices,” also known as retail prices. The prices listed represent the price that an uninsured consumer, with no discount or supplemental plan, would normally pay.

A glossary is available online that describes the terms found on the Web site as well as information on how the data was collected and how it is being presented. Additionally, a link is provided to the National Committee on Quality Assurance Health Plan Report Card. This is an interactive tool designed to help consumers find a health plan. A link is also provided to the Centers for Medicare and Medicaid Services that allows consumers to compare Medicare health plans on costs, benefits, quality of care, and member satisfaction.

Information on financial performance and claims payment for Florida Health Plans is provided through a link to the Office of Insurance Regulation at the Florida Department of Financial Services. The site allows the user to view a set of financial indicators for health insurance plans. These indicators include enrollment, gross annual premium, and reported average days to pay claims. The Office of Insurance Regulation also provides a Web site that allows the user to view average health insurance premium rates (small group) for selected health insurance plans.

Additional financial information is available through a link to the National Association of Insurance Commissioners. The site allows the user to view a set of financial indicators such as premiums earned, medical loss ratio, capital and surplus, assets, and liabilities, and current ratio for a chosen health insurance company. The site also provides health plan complaint information.

## 2009 Planning Process

The Advisory Council met March 26, 2009 to review the goals that were established in June 2007. The identified goals were prioritized as the best use of Advisory Council resources in 2009. The Agency reviewed the recommendations and concurred that the following transparency goals be adopted by the Advisory Council for 2009:

1. Improve the FloridaHealthFinder.gov Web site;
2. Promote the FloridaHealthFinder.gov Web site;
3. Improve and streamline the Florida Center data collection and analysis;
4. Display physician quality and price information on the FloridaHealthFinder.gov Web site, and;
5. Pursue statewide Health Information Exchange opportunities for the state consistent with national initiatives for Health Information Exchange funded through the American Recovery and Reinvestment Act (ARRA) of 2009.

## 2009 Accomplishments and 2010 Plans

<b>Goal: Improve the FloridaHealthFinder.gov Web site</b>
---

**Accomplishments 2009:** This year, the Agency took several steps to expand the information included on FloridaHealthFinder.gov.

- Users can **Compare Hospice Providers** in Florida through the new comparison tool, based on the "Family Evaluation of Hospice Care" survey taken by families whose loved one received hospice care. The survey looks at quality of care, including the satisfaction of the patient's personal needs, respect for the patient, information provided to the family, the response to evening and weekend needs, and overall patient care.
- The **Facility/Provider Locator** tool on FloridaHealthFinder.gov is now more efficient and detailed than ever before. This tool allows the public to access all available data on 34 types of providers licensed and regulated by the Agency. Improvements to the Facility/Provider Locator tool include:
  - Expanded Search Functions: Prior to the 2009 enhancements, visitors could only search by Facility/Provider type or county. The expanded search functions allow users to search by facility/provider type, name, city, county, license number, administrator/chief executive officer, owner, or profit status.
  - Addition of Advanced Search Function: The Facility/Provider Locator tool now includes an advanced search function to coincide with the information provided on the facility/provider profile pages. For example, visitors can use the Advanced Search Function to search for hospitals by special designations such as rural hospital or teaching hospitals or they can search for nursing homes with Gold Seal status, assisted living facilities

- with specialty licenses such as limited mental health or extended congregate care, or various other indicators based on provider type.
  - Facility/Provider Profile Pages now include more detailed information, including driving directions, links to both regulatory and complaint inspection reports conducted by the Agency, specialty programs and services provided by the facility, bed types, specialty licenses, accreditations, and much more.
- The Web site includes a link to **Health News and Announcements** which is a reference page where users can access various informational features, such as the question and answer section (“Asked and Answered”) – a column of questions related to the use and content of FloridaHealthFinder.gov. There is a column featuring anecdotes, questions, and news bits about the data and health care decision tools available on the Web site. This section of the Web site also features links and recaps of recent Agency related press releases, national health news articles, and alerts and updates on federal health care initiatives as well as archived items of each.
- Adding to the list of new features on the Web site is the **Facility Feed Builder**. This Really Simple Syndication (RSS) feed capability allows users to access facility data and information on request without any restrictions. These feeds provide timely data updates in one prominent location. Making web feeds available from the site provides subscribers with a summary of the web site's recently added content (for example, updates to the data, the latest news article, or forum posts). Users subscribe to the RSS feed, and then headlines, summaries, and sometimes a modified version of the original full content is displayed on users' feed readers.
- FloridaHealthFinder.gov now features a state-of-the-art medical, multimedia encyclopedia, powered by A.D.A.M. that engages visitors with interactive tools to access comprehensive online health information. The multimedia encyclopedia gives visitors the opportunity to research a disease or condition, lookup a symptom, learn about a medical test, prepare for a surgery or procedure, and much more through articles, illustrations, and videos. The new high-definition videos include helpful demonstrations such as “how to use an asthma inhaler,” “tracking your blood pressure at home,” and more.

The new multimedia encyclopedia also features **Care Points**, designed to help patients become more active participants in their health care, before and after their physician’s visits. Care Points cover four clinical areas where patients need information the most:

- 1) Patient education about discharge information
  - 2) Pre-operative information and instructions
  - 3) Self-care information
  - 4) Suggested questions to ask their physician
- The information in the Florida Medicaid Expenditures by Provider Category table shows total Medicaid expenditures for some of the larger Medicaid service

- provider categories along with the number of recipients served and the average cost per recipient. This information is available at the individual provider level as well for many of the provider types.
- The 2007 Hospital Financial Data Report is available online in an easy-to-use spreadsheet format.
  - In addition, a “How-To” video guide is available focusing on using FloridaHealthFinder.gov to find and compare information on health plans throughout the State. Second in a series, a promotional video was also designed and created to introduce the Web site to consumers. Both can be accessed and downloaded by clicking on **Web site Tutorials** on the homepage of FloridaHealthFinder.gov.
  - The health plan data has been enhanced with the addition of the Medicaid reform Managed Care plan and Provider Service Network quality measures. Quality measure data for Medicaid Managed Care plans will expand from the current 10 measures to nearly 40 measures. The display of these measures will necessitate a breakdown of health plans by type, Medicaid, Commercial, PPO, Medicare as well as domain such as women’s health and chronic disease management.
  - Other enhancements to the Web site include an online health care facility complaint form, links to the **Florida Medicaid Health Information Network** and the **MyFlorida Health eBook**, as well as additional research studies and reports.

***Plans for 2010:** The Advisory Council approved recommendations to add pediatric indicators to the quality information displayed on the website. These indicators will be added in 2010 and will include accidental puncture or laceration, pediatric heart surgery mortality, pediatric heart surgery volume, post operative sepsis, and selected infections due to medical care. Pediatric readmission rates will also be added to the FloridaHealthFinder.gov Web site for all the current pediatric conditions and procedures reporting, excluding cancer care.*

*The Advisory Council requested that the DST discuss the current method of displaying Ambulatory Surgery Centers (ASC) with exemptions and provide a recommendation on whether or not to eliminate the exemptions or provide an alternative to the current reporting method. The group recommended that all existing data reported for ASCs be displayed including the number of quarters being reported. It was further recommended that the rule be amended to eliminate the exemption once the new data collection rule is in effect.*

<b>Goal: Promote the FloridaHealthFinder.gov Web site</b>
---

**Accomplishments 2009:**

In October 2009, the Agency and the Florida Center were recognized and honored with the National Association of Health Data Organizations’ 2009 Innovation in Data Dissemination Award. This national award was created to recognize the importance of effectively communicating health data to the public, and this year was awarded to the

FloridaHealthFinder.gov Web site. This recognition and the Web site's new enhancements bring new opportunities for promotion of health care transparency. In May 2009, the Advisory Council met via conference call to review a report titled *Creating and Promoting Effective Comparative Quality Reports for the Public*. The report details how to determine a Web site's audience, the interests of the audience, and the promotion and dissemination of quality data reporting to maximize outreach efforts to the audience. The Advisory Council's Public Relations Workgroup met and discussed various ways to educate the public about the value of FloridaHealthFinder.gov. The Chair of the Workgroup is the Agency's Director of Communications.

- The Florida Center and the Office of Communications met with the benefits managers and personnel officers of state agencies to promote [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov) and Cover Florida in preparation for the upcoming Open Enrollment period. They previewed a short video focusing on how to use [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov) to find and compare information on health plans throughout the state.
- Two Web site videos have been developed, one provides an overview of the Web site and the other, how to use 'Compare Health Plans'.
- Community outreach to promote the Web site included the distribution of FloridaHealthFinder.gov pamphlets and bookmarks as well as consumer health care brochures at 20 events, including health fairs, employee benefit fairs, and conferences. These materials were also mailed to hospice providers, County Health Departments, medical libraries, and universities.
- Information about the Web site was published in the Florida Hospital Association newsletter and several healthcare Web sites posted a link to [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov).
- In 2009, FloridaHealthFinder.gov had a total of 1,312,688 visits compared to 825,764 visits in 2008. That is a 58.9% increase.

#### **Plans for 2010:**

*The Florida Center and the Office of Communications are developing a strategic plan for FloridaHealthFinder.gov promotional efforts. The Florida Center will work with other state agencies to identify state, regional, and local agencies and organizations to promote the Web site. The Florida Center will provide tutorials to the identified parties so they may promote the Web site within their agency or organization and their constituents. The Florida Center will also work with the Office of Communications to develop press releases as the Web site is updated or enhanced.*

<b>Goal: Display physician quality and price information on FloridaHealthFinder.gov</b>
---

**Accomplishments 2009:** The Data Standards and Transparency Committee met to develop recommendations for displaying physician volume information. Studies by the Florida State University College of Medicine have established the link between physician and facility volume and quality.

**Plans for 2010:**

*A pilot project will be initiated in 2010 to analyze one procedure that is common to most facilities and look at provider volume for this procedure across the state. The pilot will allow a quality assurance assessment of the data linking providers to procedures. The pilot will be conducted statewide. Information about the pilot and the results will be available on the Web site.*

<b>Goal: Improve and streamline the Florida Center data collection process</b>
--

**Accomplishments 2009:** The Florida Center data collection process has shown remarkable improvements over the past year. On-time data submission performance has improved by more than 70%. The number of errors in submitted reports has decreased significantly, and the amount of paper used (and required of facilities) has been reduced by more than 90%.

**Plans for 2010:**

*The first quarter of 2010 will kick-off the collection of a new patient data set thanks to the adoption of new data collection rules in 2009. As facilities adjust to the new reporting requirements, the Florida Center is committed to maintaining the gains achieved in 2009 in the speed with which the data is processed. This means enhanced support for facilities coping with mastering new XML schemas and data formats and increased efficiency in communication. This also means proactively managing internal Agency systems and workflows.*

*In 2010, the Florida Center also plans to increase the speed and reliability of the collection of adverse incident data from hospitals, HMOs, and long-term care facilities. In 2010, the Florida Center will provide a new online reporting system for adverse incidents and annual reports that will continue to make adverse incident data available faster.*

<b>Goal: Pursue statewide Health information Exchange opportunities for the State, consistent with national initiatives funded through the American Recovery and Reinvestment Act of 2009</b>
---

**Accomplishments 2009:** The Health Information Exchange Coordinating Committee (HIECC) discussed opportunities available through the American Recovery and Reinvestment Act (ARRA) of 2009 and the vision, goals, and objectives for Florida's approach. Governor Crist designated the HIECC as the coordinating body for Florida's Health Information Technology adoption and Health Information Exchange (HIE) efforts as they relate to ARRA. As a result, the Florida Center has worked closely with the HIECC, and other stakeholders, to get input on the planning and design of HIE in Florida.

The HIECC reviewed Florida's application and strategic and operational plans for the State Health Information Exchange Cooperative Agreement Program, which was

submitted to the U.S. Department of Health and Human Services October 15, 2009. Additional information about this application is posted at [www.FHIN.net](http://www.FHIN.net). The HIECC approved criteria for providing letters of recommendation from the State Medicaid Director for the Regional Extension Center application.

**Plans for 2010:**

*The Health Information Exchange Legal Work Group will advise on the development of a standard HIE participation agreement that will be used for the electronic exchange of health information. The HIECC will assist the Agency in the implementation of the State Health Information Exchange Cooperative Agreement Program.*

*The HIECC will participate in the development of the State Medicaid Health Information Technology Plan. This plan will detail the implementation of the Medicaid Electronic Health Record Incentive Payment Program as provided for by Section 4201 of the American Recovery and Reinvestment Act of 2009. The HIECC will also participate in the establishment of the Florida State-wide Health Information Organization as provided for by Section 3013 of the American Recovery & Reinvestment Act of 2009.*

## **Barriers to Implementation**

Section 408.05 (3)(k), F.S. provides that the Agency shall identify any barriers to implementation, and recommendations of changes in the law that may be enacted by the Legislature to eliminate the barriers.

The Agency has explored the feasibility of collecting claims data to effectively report price information to consumers. Price data currently collected is limited to Medicaid claims which show the amount paid by the Medicaid program. The hospital inpatient, emergency department, and ambulatory surgery data includes charges - not paid amount. The pharmacy price data displayed on [www.MyFloridaRx.com](http://www.MyFloridaRx.com) includes the usual and customary price as reported on the Medicaid claims. There is a fiscal barrier to implementing the collection of claims data from other insurers which would provide price information. There are legal barriers to collecting pricing information from hospitals and other facilities.

The Agency also continues to research ways to update and upgrade the Florida Center's patient data collection and quality control systems, although funding is not currently available.



## **Appendix A: Quality Measures on [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov)**

FloridaHealthFinder.gov is a consumer-focused Web site that provides a clear, transparent view of performance data. The information can help consumers in choosing a health care facility or health plan that best serves their needs and can assist researchers studying the status of health care in Florida. The site provides the following quality measures:

### **Hospital Quality and Outcome Measures**

**Overall Facility Performance:** Volume, Range of Charges, and Risk Adjusted Average Length of Stay

**Information on approximately 150 conditions and procedures (both adults and pediatrics):** Volume, Range of Charges, Risk Adjusted Average Length of Stay, and Potentially Preventable Readmissions (adults only, excluding deliveries and cancer related conditions/procedures except mastectomy)

### **Inpatient Mortality Data for Adults (AHRQ IQIs):**

Inpatient Quality Indicators (IQIs) developed by AHRQ reflect quality of care inside hospitals, including inpatient mortality for medical conditions and surgical procedures.

### **Mortality Rates for Selected Inpatient Procedures**

1. Abdominal Aortic Aneurysm Repair (IQI 11)
2. Coronary Artery Bypass Graft (IQI 12)
3. Craniotomy (IQI 13)
4. Esophageal Resection (IQI 8)
5. Hip Replacement (IQI 14)
6. Pancreatic Resection (IQI 9)

### **Mortality Rates for Selected Inpatient Conditions**

1. Acute Myocardial Infarction (IQI 15)
2. Acute Myocardial Infarction, Without Transfer Case (IQI 32)
3. Acute Stroke (IQI 17)
4. Congestive Heart Failure (IQI 16)
5. Gastrointestinal Hemorrhage (IQI 18)
6. Hip Fracture (IQI 19)
7. Pneumonia (IQI 20)

### **Inpatient Complication/Infection Data for Adults (AHRQ PSIs):**

Patient Safety Indicators (PSIs) are developed by AHRQ to reflect quality of care inside hospitals and focus on potentially avoidable complications and iatrogenic events.

**Patient Safety Indicator Measures:**

1. Iatrogenic Pneumothorax (PSI 6)
2. Infections Due to Medical Care (PSI 7)
3. Postoperative Sepsis(PSI 13)
4. Decubitus Ulcer (PSI 3)
5. Postoperative Hip Fracture (PSI 8)
6. Postoperative Pulmonary Embolism or Deep Vein Thrombosis (PSI 12)

**Ambulatory (Outpatient) Surgery Centers****Overall Facility Performance: Volume and Range of Charges**

Information on approximately 55 procedures (both adults and pediatrics) – Volume and Range of Charges

**Health Plan Quality Measures****Health Plan Quality of Care Indicators (HEDIS<sup>®</sup> Measures)**

These are a set of measures that are used nationally to report the performance of health plans. Consumers can use this information to help them to decide which health plan to choose. Purchasers of health care use the information to compare health plans and determine the relative value of care offered by managed care health plans. The measures allow the public to understand how well health plans achieve results that matter, such as, how effective and accessible is the care delivered. Data for these measures come from the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>). These measures are available only from managed care health plans, mainly HMOs.

**HEDIS<sup>®</sup> Measures (2008 Measurement Year):**

1. Asthma Medications for Long-Term Control
2. Breast Cancer Screening
3. Cervical Cancer Screening
4. Chlamydia Screening in Women
5. Controlling High Blood Pressure
6. Diabetes Care: Lipid Profile Performed
7. Diabetes Care: Lipids Controlled
8. Diabetes Care: Dilated Eye Exam Performed
9. Diabetes Care: Kidney Disease Screening
10. Timeliness of Prenatal Care

**Health Plan Member Satisfaction Indicators (CAHPS<sup>®</sup> Measures):**

Obtaining information on a member's satisfaction with a particular health plan is a key component in the decision of choosing a health plan. This information provides a general indication of how well the plan meets the members' expectations. Information on member

satisfaction is obtained from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). Health care organizations, health care purchasers and consumers use CAHPS® results to (1) assess the patient-centeredness of care, (2) compare health plan performance, and (3) improve quality of care. Below are descriptions of the specific CAHPS® questions that are displayed on the website:

**CAHPS® Measures (2009 Survey):**

1. Overall Plan Satisfaction
2. Ease in Getting Needed Care
3. Ease in Getting Care Quickly
4. How Well Doctors Communicate
5. How Well Plan Processes Claims
6. Getting Help from Customer Service
7. Rate the Number of Doctors to Choose From
8. Recommend Health Plan to Family or Friends
9. Would You Select Your Current Plan Again

## **Appendix B: Advisory Council**

Thomas W. Arnold  
Secretary, Agency for Health Care Administration

James Bracher, M.B.A.  
Representative of Florida Association of Health Plans  
Appointed by the Secretary, Agency for Health Care Administration

Susan Douglas  
An employee of the Department of Education  
Appointed by the Commissioner of Education

Michael L. Epstein, M.D., Chair  
Pediatric Representative of Health Care Coalition  
Appointed by the Secretary, Agency for Health Care Administration

Diane Godfrey  
Representative of professional healthcare related association  
Appointed by the Secretary, Agency for Health Care Administration

Meade Grigg  
Representative of the Department of Health  
Appointed by the Secretary, Agency for Health Care Administration

Shachi Mankodi, J.D.  
Representative of the Executive Office of the Governor  
Appointed by the Governor

Charles Milsted  
Representative of Consumers, AARP  
Appointed by the Secretary, Agency for Health Care Administration

Ebrahim Randeree, MBA, PhD  
Representative of a state university  
Appointed by the Secretary, Agency for Health Care Administration

Gerry Smith  
Representative of the Office of Insurance Regulation  
Appointed by the Director of the Office

Harry V. Spring  
Representative of health care purchasers  
Appointed by the Secretary, Agency for Health Care Administration

Kim Streit, C.H.E., M.B.A., M.H.S.  
Representative of professional health care related association  
Appointed by the Secretary, Agency for Health Care Administration

Karen L. van Caulil, Ph.D., Vice Chair  
Representative of local health councils  
Appointed by the Secretary, Agency for Health Care Administration

Michael Wasylik, M.D.  
Representative of professional health care related association  
Appointed by the Secretary, Agency for Health Care Administration

Sally West  
Representative of Florida Association of Business/Health Coalitions  
Appointed by the Secretary, Agency for Health Care Administration

### **Appendix C: Health Information Exchange Coordinating Committee**

Thomas W. Arnold, Chair  
Secretary, Agency for Health Care Administration  
Member of State Consumer Health Information and Policy Advisory Council

Ebrahim Randeree, MBA, PhD  
Florida State University  
Liaison for State Consumer Health Information and Policy Advisory Council

Allen Byington  
Big Bend Regional Healthcare Information Organization  
Representative of the Florida Association of RHIOs

Duane Steward, Ph.D  
Nemours and Healthcare Information and Management Systems Society (HIMSS)  
Representative of a hospital or clinic system utilizing an advanced electronic health records system

Reginald Smith  
Mayo Clinic  
Representative of a hospital or clinic system utilizing an advanced electronic health records system

Kevin Kearns  
Health Choice Networks  
Representative of a federally qualified health center or other rural health organization utilizing electronic health records, telemedicine, or telehealth systems

Maureen Levy, M.D.

KePRO

Representative of physicians utilizing an advanced electronic health records system in his or her practice

Dennis Saver, M.D.

Florida Academy of Family Physicians

Representative of physicians utilizing an advanced electronic health records system in his or her practice

Kathy Holzer

Florida Hospital Association

Representative of an association supporting electronic health record systems

Linda McMullen

Florida Hospital Association

Representative of an association supporting electronic health record systems

Catherine Peper

Blue Cross and Blue Shield of Florida

Representative of the health insurance industry

Nadine Dexter

University of Central Florida, College of Medicine

Representative of best practices work in the health information technology field supporting health information exchange sustainability and business development

Karen Koch, MSW, Med

Florida Council for Community Mental Health

Representative of a statistically significant consumer population in Florida

Julie Meadows-Keefe

Florida Department of Health

Representative of health information technology/privacy security law

Robert Harmon, M.D.

Duval County Health Department

Representative of the Florida Department of Health

Phil Williams

Acting Florida Medicaid Director

Representative of Florida Medicaid

Matt Doster

ITFlorida

Representative of information technology development

Linda Fuchs  
Florida Office of Economic Recovery  
Representative of the Florida Office of Economic Recovery

#### **Appendix D: Legal Work Group**

Diana Alberts, MBA, RHIA  
Advocacy Liaison, FHIMA  
Representative of FHIMA

Bill Bell, General Counsel  
Representative of Florida Hospital Association

Erwin P. Bodo, COO  
Representative of FL Assoc. of Homes  
& Services for the Aging

John Collins, CIPP/G, CISSP, MCSE, PMP (Chair)  
Privacy Officer, AHCA,  
Office of the Inspector General  
HIPAA Compliance Office  
Representative of Agency for Health Care Administration

Craig Dalton  
Representative of Pensacola Chamber of Commerce

William P. Dillon  
Representative of Messer, Caparello & Self P.A.

Diane Gaddis  
Representative of Community Health Centers Alliance

Heidi Garwood, Senior Legal Counsel  
Representative of Humana

Jan Gorrie  
Tampa Bay RHIO  
Representative of Buchanan Ingersoll Professional Corporation

Sandra P. Greenblatt  
Representative of Sandra P. Greenblatt, PA

Debra Hendley  
Representative of Florida Justice Association

Shannon Hartsfield-Salimone  
Representative of Holland & Knight, LLP

Jennifer Hinson  
Regulatory Affairs Counsel  
Representative of FL Medical Association

Rodney Johnson, Privacy Officer  
Representative of FL Dept. of Health

Karen A. Koch, MSW, Med  
Interim Vice President  
Representative of FCCMH

Lisa Rawlins, Director Quality & Performance  
Representative of Broward Health

Nick Romanello  
Representative of the Health Care District of Palm Beach County

Ms. Diane Godfrey, Regional Director Government & Regulatory Affairs  
Representative of Florida Hospital  
State Consumer Health Information and Policy Advisory Council Liaison

#### **Appendix E: Data Standards and Transparency Committee**

James Bracher  
Representative of Florida Association of Health Plans

Mary Jane Branch, R.N., M.S., H.S.A.  
Representative of Humana

Debra Flemming  
Representative of Florida State Library & Archives

Christine Nye, Chair  
Representative of Florida Agency for Health Care Administration

David Orban, M.D.  
Representative of Tampa General Hospital

Denise R. Remus, Ph.D., R.N.  
Representative of BayCare Health System



Kim Streit, C.H.E., M.B.A., M.H.S.  
Representative of Florida Hospital Association

Karen van Caulil, Ph.D.  
Representative of The Health Council of East Central Florida, Inc.

Michael Wasylik, M.D.  
Representative of Florida Medical Association

#### **Appendix F: Public Relations Technical Workgroup**

Sue Conte, Director  
AHCA Office of Communications  
Representative of Florida Agency for Health Care Administration

Karen van Caulil, Ph.D.  
Representative of The Health Council of East Central Florida, Inc.

Pat Clark  
Representative of All Children's Hospital

Debra Flemming  
Representative of Florida State Library & Archives

Daniel Krassner  
Representative of Florida Chamber of Commerce

Mitch Lubitz  
Representative of Humana, Inc.

Linda Quick  
Representative of South Florida Hospital & Healthcare Association

Rich Rasmussen  
Representative of Florida Hospital Association

Kaye Robertson  
Representative of Nova Southeastern University

Barbara Shearer  
Representative of Charlotte Edwards Maguire Medical Library,  
Florida State University – College of Medicine